

**Massachusetts Department of Public Health
Office of Patient Protection**

**Decisions for Cases Eligible for External Review
By External Review Agency
January 2002 – December 2002**

	Total #	Upheld	Overturn	Partial	Expedited		
	of Cases			Overturn	Upheld	Overturn	Partial Overturn
External Review Agency							
Center for Health Dispute Resolution (CHDR)	53	25	12	5	9	2	
Island Peer Review Organization (IPRO)	84	40	11	13	8	7	5
Hayes Plus	89	46	21	5	10	6	1
Total	226	111	44	23	27	15	6

Percentage of External Review Agency Decisions Upheld and Overturned in 2002

*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	125	51%	49%
Cosmetic/Reconstructive	18	22%	78%
Dental Care	3	67%	33%
Diagnostic Services	2	0%	100%
Durable Med. Equipment	3	33%	67%
Experimental	25	20%	80%
Infertility Services	7	29%	71%
Inpatient Care	11	27%	73%
Outpatient Care	4	50%	50%
Pharmacy	7	14%	86%
Rehabilitative Services	19	21%	79%
Visual Services	2	0%	100%
Totals	226	39%	61%